

Harwich Golf Committee Meeting  
January 20, 2015

Present- Clem Smith, Tom Johnson, Bob Kingsbury, Jeff Williams, Martha Duffy, conference call with John Crook. Absent John Moretti

Invited guest- Julie Quintero-Schulz -Acting Director of Golf, Assistant Town Administrator

Consent Agenda:

*Approval of December 16, 2014 minutes, motion by Martha Duffy - second by Tom Johnson*  
*-vote 5-0*

Old Business:

A. Tournament Schedule

-Mrs. Quintero-Schulz informs the committee the schedule needs to be approved by February 2, 2015 because that's when Pre-Paid tee times become available to be purchased and the tournaments need to be in the system before that can happen. This has already been put off by a month and can't be again. ***Ms. Duffy motions to approve, Tom Johnson seconds Vote 5-0***

Bob Kingsbury would like to suggest that another letter goes out the past people that have booked tournaments with us.

B. Blocked Tee Times

- Mrs. Quintero-Schulz has heard there has been desire for this to be addressed for about the last 10 years. She will meet with someone from the women's 18, the men's sweeps, a committee member and Shawn Fernandez next Thursday to address concerns and review options. She feels there is no problem keeping things the way they are if that is what happens.

Mr. Johnson suggested whatever is decided should only be for a year to see if it works out

C. Bathroom renovations-Mrs. Quintero-Schulz

- had the town custodian do a deep, tough cleaning to them and they came out great so that saved about \$5000
- partitions will take about 3-4 weeks to come in so they will be ordered soon
- counters, sinks, possible new lighting, soap & towel dispensers will be chosen and ordered

Mr. Williams inquires if the current cleaning company had tried to do this and if they will continue to hold the contract? Mrs. Quintero-Schulz replies that the current contract will expire shortly and then it will have to go out to bid again.

### New Business:

#### A. 2016 Budget Discussion

- Mrs. Quintero-Schulz said there will be an increase of 1.43% for the 2016 fiscal year

#### B. Director of Golf Position - Mrs. Quintero-Schulz

- position has been posted on the town web site, the PGA will be posting it on their site and it is in the paper and the closing date is January 30th

- search committee should consist of Chris Clark, Shawn Fernandez, committee member, course employee

- interviews will be set for the following 2 weeks with hope to have the position filled quickly

Discussion to follow:

- although it may have been past practice any Golf Pro will not make money off of lessons

Since there no policy in place that a pro CAN take money for them, no town employee can receive any type of payment/benefits over \$49.99

\*Clem Smith reminds the group the committee has set up an initiative to get a more comprehensive demographic analysis of the current membership. In order to draw more people to become members or find different types of membership possibilities this information is being looked into. The new membership application is a step in that direction.

\*Tom Johnson would like to make sure that whomever the new Director will be this time that employee evaluations will be conducted. He points out this is an important tool to let the staff know how well they are doing or where they may need work. Also, to show management where training and reinforcement needs to be applied.

\*Clem Smith recently went to a Mid Capes Men's Club meeting and he took a survey of the group regarding the past year. He found that the biggest thing that it showed was that the customer service has been a very big issue at the course. This is an area that the committee would like to see the new Director address.

\*Tom Johnson feels the person coming aboard could consider looking at staff training also. He went to a "training" session last summer and and felt it was more of a conversation rather than a training session. He would like to see more of an actual yearly training for staff

\*Julie Quintero-Schulz lets the committee know that Customer Service is at the top of a “must have “ for any new staff and that will be reinforced.

\*John Crook would like to point out that this may be a perfect time to get the current staff job descriptions up to date for all employees. The committee has been asking to get done for a very long time. He also pointed out that he would like to see that the new Director/Pro would have a manager on Duty at all time while the course is open. Mrs. Quintero-Schulz informs the committee the former management team were told this past Fall to change their hours in order to arrange it so there was a manager on duty at all time. but this was not done. Going forward this will be followed

#### C. Pro Shop Account- Mrs. Quintero-Schulz

-back in about 2006 when the pro shop went from being owned by the Director of Golf to being owned by the town. When that happened the town had to put \$70,000 into this and it has not ever been paid back. The Finance Director at the time started to ask for this to begin to be repaid the following year and it still hasn't been done. Therefor there will be \$10,000 transferred back to the town to start this repayment.

#### Discussion:

Mr. Smith comments that about a year ago the committee asked to be given a full accounting of the pro shop

Mr. Crook agrees with Mr. Smith that this had been requested multiple times. He said they would be given a superficial basic idea of what was in/being used for with this account but no “official “ accounting

Mr. Kingsbury inquires about this and asks the Chairman of the last Committee George Boule who is in the audience.

Mr. Boule - he doesn't recall any promises or agreements to pay the money back. At the year end all cash other than \$10,000 would be removed from the account and given back to the town. There was no revolving fund at that time. Mr. Kingsbury asks if there was a contract to repay this then why are we now?

Mrs. Quintero-Schulz replies it's the right thing to do and should be paid back. The account has the money and won't miss it to do this so why not start doing it.

#### D. Operational Update - Mrs. Quintero-Schulz

- website - the town is going through a town wide website right now so this will be changed from outside designer to in house (Town managed website).

- Advanced tee times - discussed earlier

-Pro Shop sales - found about 24 boxes of merchandise in the basement so there will be a \$10 clothing rack

- an undocumented inventory of over 200 golf clubs has been accumulated in basement storage. Placing accurate valuation on this cache of goods is to be determined
- According to municipal law if we paid over \$100 for an item then it must be sold for nothing less than what we paid for it, if under that amount it can be sold for what the market will determine .

Mr. Johnson asked to look into the possibility of donating some of them to the high school kids. Mrs. Quintero-Schulz said she will look into this possibility in accordance with municipal law.

-Current orders are on hold. Future orders will be aligned within the needs of the general business operation

Winter work plan

- Parking lot concerns will be looked into
- tree work is progress
- driving range tee has been re-leveled
- Painting the maintenance building is underway

Tom Johnson would like to make sure after the hallway is repainted that the pictures of Ray Jefferson, Charlie Mooney and the Wounded Warriors be put back up.

-new phone system will be put in soon.

### **Correspondence:**

### **Public comment:**

Audience request that there be some sort of a future survey from the membership and public that plays at the course. Mrs. Quintero-Schulz replies that this will be addressed, and that she would welcome suggestions and opinions from everyone.

Mr. Smith reminds the audience that Ms. Duffy is the liaison for the women's group and Mr. Morreti for the men. It is important to communicate concerns directly through them.

Public question - is there/could there be a section on the yearly application a spot for comments/suggestions? Mr. Smith says this can be looked into. Possibly the

application is not the way to do it but the committee is working on something's in regards to this topic.

Motion to adjourn at 5:35 pm by Ms. Duffy, second by Mr. Johnson vote 5-0

Respectfully submitted,

Jenn Heath, Secretary-HGC